

ICT Support Technician

Salary range: 25,000 – 32,000

40 Week Year

The position of ICT Support Technicians is a technically orientated role.

Job Share Applications would be considered – salary would be pro-rata in accordance

School Environment:

The school has 124 desktop/laptops running Microsoft Windows 10 Education, including 45 pupil computers deployed across three computing suites (IT/Music) and over 100 managed iPads (Jamf Pro MDM).

The school employs a mix of Microsoft Windows 2019 and Linux virtualised servers and BYOD network for student owned devices.

In the process of migrating hosted user A/Cs and shared resources to Microsoft 365/SharePoint.

Main Purpose of Job:

To provide technical support and advice to all system users (staff and students) and peripheral hardware, including installing and maintaining equipment and software.

Main Duties and Responsibilities:

To oversee IT networks, ensuring that all information and communication systems function efficiently including:

- setting up users, groups, policies, and new devices; Ensuring appropriate levels of access are maintained,
- to oversee ICT induction procedure for new and leaving staff, ensuring compliance with data protection legislation,
- providing technical support and advice to staff and pupils on any identified IT problems/ issues,
- Implement and maintain appropriate security systems to protect hardware, data and confidential information,
- liaise with third party partners/providers with change implementation and fault analysis and resolution,
- manage active network components including switches, routers and wireless systems,
- monitor and manage cloud-based services such as, anti-virus, Wi-Fi APs, ASM, Tapestry, etc,
- actively manage the school's MIS (Engage) and assist staff in reporting and managing the school's Parent Portal,
- assist in updating the school website (WordPress),
- to support the compliance team with uploading documentation, including policies and risk assessments in a timely manner to maintain compliance with ISI regulations,
- to ensure that half-term and term pupil reports are available to parents on the school portal by the last day of half-term/term.

To monitor and regulate the use of the internet within the school, ensuring the necessary filters are in place to prevent internet abuse (Smoothwall),

Working alongside the school safeguarding team to ensure the safeguarding alert system (LightSpeed Alert) is correctly configured and maintained,

To maintain stocks of spare parts and consumables and oversee the ordering of new and replacement IT equipment,

To assist with the continual review of the school's effective use of IT, including user needs, hardware, software, and all IT equipment and methodologies,

To keep abreast of technological developments and with staff to help them get the very best out of Microsoft 365,

To develop/maintain and deploy device imaging,

Monitor and maintain the school's data backup systems,

Advise and train individual staff and students (BYOD use), including overseeing ICT induction procedures for joining and leaving staff,

Assist with the support of other department hardware, such as CCTV,

To undertake other duties appropriate to the post as required.

Essential Aptitudes

- Educated to Level 3 standard of education
- Experience in IT systems administration and web-based platforms
- Experience working in an IT technical support role
- The ability to diagnose and troubleshoot hardware and software issues efficiently
- Good planning and organisational skills with the ability to prioritise demands
- Manage resources effectively
- Microsoft Office applications - desktop and cloud
- Microsoft Windows desktop OS (Windows 10)
- Knowledge of Windows server (2019) environment (AD, GPOs, etc)
- Knowledge of networking (VLANs, switches, DHCP, etc)
- A strong passion for learning and developing own skills
- Self-motivated and able to work on initiative High level of communication skills both written and verbal and ability to address a wide range of audiences
- Flexible and adaptable
- Able to work independently
- Excellent attention to detail and ability to handle confidential information
- Ability to work with technical partners

Desirable Aptitudes

- Experience working in an educational environment
- IT related qualification or certification
- Knowledge of Apple iPadOS and MDM Jamf
- Knowledge of web technology, particularly WordPress

If you wish to apply for the role, please complete our application form which can be found on the St John's School Website: www.stjohnsschool.net.

Closing date: Friday, 22nd March 2024 at noon

Interviews: week commencing 22nd April 2024

Important Safeguarding Information

We are fully committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. To ensure this, our recruitment and selection policy follows both local and national guidance.

All offers of employment are subject to the receipt of satisfactory references, satisfactory online searches, and an Enhanced DBS check, and where applicable, a prohibition from teaching check.

In compliance with Safer Recruitment guidelines, CVs cannot be accepted. Please complete an electronic application form. We must have the full contact details of two referees, including their name, address, telephone number and email address. Please note that we will write to the Headteacher for all education references. Incomplete application forms will not be considered.